



TORQ Analysis of Shipping, Receiving, and Traffic Clerks to Insurance Claims Clerks

INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Shipping, Receiving, and Traffic Clerks	43-5071.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Insurance Claims Clerks	43-9041.01	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:

90

Ability TORQ				Skills TORQ				Knowledge TORQ			
Level			90	Level			95	Level			84
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Written Comprehension	55	9	78	No Skills Upgrade Required!				Customer and Personal Service	79	26	85
Near Vision	57	9	65					Clerical	71	14	83
Inductive Reasoning	46	9	50								
Oral Expression	57	6	72								
Deductive Reasoning	46	7	59								
Written Expression	48	6	65								
Speech Recognition	53	5	72								
Speech Clarity	46	5	68								
Information Ordering	48	4	62								
Oral Comprehension	53	2	68								

LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Claims Clerks. GAP refers to level difference between Shipping, Receiving, and Traffic Clerks and Insurance Claims Clerks.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Shipping, Receiving, and Traffic Clerks	Insurance Claims Clerks	Importance
Written Comprehension	46	55	78



Oral Expression	51	57	72
Speech Recognition	48	53	72
Oral Comprehension	51	53	68
Speech Clarity	41	46	68
Written Expression	42	48	65
Near Vision	48	57	65
Information Ordering	44	48	62
Deductive Reasoning	39	46	59
Selective Attention	37	32	56
Problem Sensitivity	41	41	50
Inductive Reasoning	37	46	50
Category Flexibility	39	39	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Shipping, Receiving, and Traffic Clerks	Insurance Claims Clerks	Importance
Reading Comprehension	61	58	77
Active Listening	61	54	75

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Shipping, Receiving, and Traffic Clerks	Insurance Claims Clerks	Importance
Customer and Personal Service	53	79	85
Clerical	57	71	83

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Shipping, Receiving, and Traffic Clerks	Insurance Claims Clerks	Description	Shipping, Receiving, and Traffic Clerks	Insurance Claims Clerks
10+ years	1%	2%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	0%	0%	Master's Degree	0%	2%
2-4 years	15%	27%	Post-Bachelor Cert	0%	0%
1-2 years	12%	20%	Bachelors	0%	0%
6-12 months	13%	14%	AA or Equiv	17%	5%
3-6 months	0%	5%	Some College	13%	32%
1-3 months	3%	15%	Post-Secondary Certificate	12%	6%
0-1 month	4%	4%	High School Diploma or GED	41%	53%
None	47%	9%	No HSD or GED	14%	0%



Shipping, Receiving, and Traffic Clerks	Insurance Claims Clerks
Most Common Educational/Training Requirement:	
Short-term on-the-job training	Moderate-term on-the-job training
Job Zone Comparison	
<p>2 - Job Zone Two: Some Preparation Needed</p> <p>Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.</p> <p>These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.</p> <p>Employees in these occupations need anywhere from a few months to one year of working with experienced employees.</p>	<p>2 - Job Zone Two: Some Preparation Needed</p> <p>Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.</p> <p>These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.</p> <p>Employees in these occupations need anywhere from a few months to one year of working with experienced employees.</p>

Tasks

Shipping, Receiving, and Traffic Clerks	Insurance Claims Clerks
Core Tasks	Core Tasks
<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources. • Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person. • Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork. • Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events. • Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. 	<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources. • Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data. • Evaluating Information to Determine Compliance with Standards - Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards. • Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. • Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
Specific Tasks	Specific Tasks
<p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> • Compute amounts, such as space available, and shipping, storage, and demurrage charges, using calculator or price list. • Confer and correspond with establishment representatives to rectify problems, such as damages, shortages, and nonconformance to specifications. • Contact carrier representative to make arrangements and to issue instructions for shipping and delivery of materials. 	<p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> • Apply insurance rating systems. • Calculate amount of claim. • Contact insured or other involved persons to obtain missing information. • Organize and work with detailed office or warehouse records, using computers to enter, access, search and retrieve data. • Pay small claims. • Post or attach information to claim file.



- Deliver or route materials to departments, using work devices, such as handtruck, conveyor, or sorting bins.
- Determine shipping method for materials, using knowledge of shipping procedures, routes, and rates.
- Examine contents and compare with records, such as manifests, invoices, or orders, to verify accuracy of incoming or outgoing shipment.
- Pack, seal, label, and affix postage to prepare materials for shipping, using work devices such as hand tools, power tools, and postage meter.
- Prepare documents, such as work orders, bills of lading, and shipping orders to route materials.
- Record shipment data, such as weight, charges, space availability, and damages and discrepancies, for reporting, accounting, and recordkeeping purposes.
- Requisition and store shipping materials and supplies to maintain inventory of stock.

Detailed Tasks

Detailed Work Activities:

- compare shipment contents to records
- confer with engineering, technical or manufacturing personnel
- convey cargo by hand truck
- examine products or work to verify conformance to specifications
- fill out business or government forms
- load, unload, or stack containers, materials, or products
- maintain inventory of office forms
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- monitor materials or supplies
- obtain information from individuals
- operate business machines
- package goods for shipment or storage
- requisition stock, materials, supplies or equipment
- take messages
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- wrap products

Technology - Examples

Compliance software

- Kewill Compliance Partner

- Prepare and review insurance-claim forms and related documents for completeness.
- Provide customer service, such as giving limited instructions on how to proceed with claims or providing referrals to auto repair facilities or local contractors.
- Review insurance policy to determine coverage.
- Transmit claims for payment or further investigation.

Detailed Tasks

Detailed Work Activities:

- calculate insurance premiums or awards
- code data from records
- distribute correspondence or mail
- examine files or documents to obtain information
- fill out business or government forms
- follow contract, property, or insurance laws
- interview customers
- maintain insurance records
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- obtain information from individuals
- provide customer service
- recommend claim action
- review data on insurance applications or policies
- review insurance policies to determine appropriate coverage
- review records for completeness
- search legal records
- take messages
- transcribe spoken or written information
- type letters or correspondence
- use computers to enter, access or retrieve data

Technology - Examples

Accounting software

- Billing software

Data base user interface and query software

- Alpha Software Alpha Five

- Automated information system software

- Claim processing system software

- Data entry software

- Database software



Data base user interface and query software

- MSR Visual Exporter

Document management software

- MSR Visual Exporter Document Library

Enterprise application integration software

- MSR Visual Exporter Enterprise Integrator

Internet browser software

- Web browser software

Label making software

- Barcode labeling software

- Endicia Internet Postage

- Laser Substrates PostalXport

Materials requirements planning logistics and supply chain software

- Accuship Star System

- ADi SmartBOL

- AES MailSTAR

- CMS Consultants WorldLink

- DM2 Bills of Lading Software

- Dydacomp Mail Order Manager

- eLading Bill of Lading Software

- FedEx Ship Manager

- Freight+ software

- Harvey software

- Kewill Clippership

- Kewill Javelin Distribution Ship

- Pitney Bowes ShipStream Manager

- Precision TRA/X

- Shipping and freight management software

- Universal Parcel Shipping UPS software

- UPS Intelliverse

- UPS WorldShip

- Varsity ShipSoft Supply Chain Execution Suite

- WindowBook Postal Package Partner

Optical character reader OCR or scanning software

- IBM Check Processing Control System CPSC

- St. Paul Travelers e-CARMA

Internet browser software

- Web browser software

Office suite software

- Microsoft Office

Spreadsheet software

- Microsoft Excel

- Spreadsheet software

Word processing software

- Microsoft Word

- Word processing software

Tools - Examples

- 10-key calculators

- Desktop computers

- Dictation machines

- Personal computers



- Enterprise Systems RFID Data Management

Procurement software

- Aestiva Purchase Order

Tools - Examples

- Barcode printers
- Handheld bar code scanning devices
- Desktop computers
- Package scales
- Forklifts
- Postage meters
- Notebook computers
- Shrink wrap packaging vacuums
- Fixed radio frequency identification device
RFID readers

Labor Market Comparison

Description	Shipping, Receiving, and Traffic Clerks	Insurance Claims Clerks	Difference
Median Wage	\$ 26,320	\$ 31,380	\$ 5,060
10th Percentile Wage	\$ 17,090	\$ 24,090	\$ 7,000
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 31,310	\$ 36,980	\$ 5,670
90th Percentile Wage	\$ 37,710	\$ 42,620	\$ 4,910
Mean Wage	\$ 26,780	\$ 32,190	\$ 5,410
Total Employment - 2007	2,660	1,810	-850
Employment Base - 2006	2,647	1,849	-798
Projected Employment - 2016	2,623	1,699	-924
Projected Job Growth - 2006-2016	-0.9 %	-8.1 %	-7.2 %
Projected Annual Openings - 2006-2016	63	22	-41

National Job Posting Trends

Trend for Shipping, Receiving, and Traffic Clerks

Trend for
Insurance
Claims
Clerks



Data from [Indeed](http://Indeed.com)

Recommended Programs

General Office/Clerical and Typing Services

General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Maine Statewide Promotion Opportunities for Shipping, Receiving, and Traffic Clerks

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-5071.00	Shipping, Receiving, and Traffic Clerks	100	2	2,660	\$26,320.00	\$0.00	-1%	63
43-5051.00	Postal Service Clerks	91	2	580	\$44,780.00	\$18,460.00	-3%	13
43-9041.02	Insurance Policy Processing Clerks	90	2	1,810	\$31,380.00	\$5,060.00	-8%	22
43-9041.01	Insurance Claims Clerks	90	2	1,810	\$31,380.00	\$5,060.00	-8%	22
43-5111.00	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	90	1	310	\$28,060.00	\$1,740.00	-3%	8



29-2071.00	Medical Records and Health Information Technicians	89	3	760	\$29,180.00	\$2,860.00	16%	34
43-5011.00	Cargo and Freight Agents	89	2	170	\$40,360.00	\$14,040.00	5%	5
43-4031.01	Court Clerks	89	2	1,190	\$27,650.00	\$1,330.00	9%	37
43-4031.03	License Clerks	89	2	1,190	\$27,650.00	\$1,330.00	9%	37
43-3021.02	Billing, Cost, and Rate Clerks	89	3	1,990	\$27,580.00	\$1,260.00	1%	28
43-6014.00	Secretaries, Except Legal, Medical, and Executive	88	2	10,400	\$28,260.00	\$1,940.00	-6%	172
43-3061.00	Procurement Clerks	88	3	0	\$33,300.00	\$6,980.00	-2%	5
43-3051.00	Payroll and Timekeeping Clerks	88	3	650	\$30,470.00	\$4,150.00	-3%	17
43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	87	3	7,220	\$29,840.00	\$3,520.00	6%	177
43-5053.00	Postal Service Mail Sorters, Processors, and Processing Machine Operators	87	2	970	\$41,950.00	\$15,630.00	-12%	10

Top Industries for Insurance Claims Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Insurance agencies and brokerages	524210	27.08%	68,773	70,013	1.80%
Direct insurance (except life, health, and medical) carriers	524120	24.30%	61,718	58,058	-5.93%
Other insurance related activities	524290	8.08%	20,531	22,086	7.58%
Management of companies and enterprises	551100	3.01%	7,656	7,943	3.75%
Insurance and employee benefit funds	525100	1.28%	3,261	3,616	10.91%
State government, excluding education and hospitals	929200	0.94%	2,377	2,100	-11.68%
General medical and surgical hospitals, public and private	622100	0.76%	1,924	1,917	-0.36%
Offices of physicians	621100	0.69%	1,752	1,986	13.39%
Employment services	561300	0.55%	1,403	1,598	13.91%
Office administrative services	561100	0.48%	1,214	1,385	14.11%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	0.48%	1,226	1,324	7.93%



Depository credit intermediation	522100	0.48%	1,207	1,108	-8.24%
Accounting, tax preparation, bookkeeping, and payroll services	541200	0.37%	934	997	6.74%
Self-employed workers, primary job	000601	0.36%	912	875	-4.12%
Other financial investment activities	523900	0.32%	810	1,027	26.84%

Top Industries for Shipping, Receiving, and Traffic Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Employment services	561300	5.66%	43,535	53,017	21.78%
Warehousing and storage	493100	5.07%	39,023	50,153	28.52%
Department stores	452100	4.02%	30,939	29,296	-5.31%
Building material and supplies dealers	444100	3.32%	25,519	31,379	22.96%
Couriers	492100	2.51%	19,296	19,952	3.40%
Professional and commercial equipment and supplies merchant wholesalers	423400	2.29%	17,611	19,753	12.16%
Grocery and related product wholesalers	424400	2.19%	16,838	17,716	5.22%
Grocery stores	445100	1.97%	15,113	15,866	4.98%
Wholesale electronic markets and agents and brokers	425100	1.84%	14,169	15,471	9.19%
Electrical and electronic goods merchant wholesalers	423600	1.74%	13,370	15,168	13.45%
Printing and related support activities	323100	1.63%	12,541	9,561	-23.76%
Electronic shopping and mail-order houses	454100	1.62%	12,480	15,021	20.36%
Plastics product manufacturing	326100	1.60%	12,300	12,546	2.00%
Other general merchandise stores	452900	1.58%	12,160	15,842	30.28%
Miscellaneous nondurable goods merchant wholesalers	424900	1.53%	11,787	12,331	4.61%